

11.01.060 Discontinuance of Service.

- (1) Whenever a customer desires discontinuance of such a utility service, they shall notify the utility, at the Utility Business Office, of such desire and of the date on which service is to be discontinued, sufficiently in advance of such date to provide a reasonable time for the utility to obtain the final meter readings. Customers shall not rely on their landlord, or any third party, to notify the utility of such discontinuance of service.
- (2) The utility reserves the right to discontinue service for non-payment of bills and for other such reasons as stated in I.C. 8-1-2-121(d). All bills will be due and payable on the 10th day of each month. Customers who fail to pay on or before the 10th day of the month, will be sent a written past due notice in accordance with I.C. 8-1-2-122(c). Customers who have not paid their bills by the due date as stated on this past due notice will have their service discontinued.
- (3) When the utility service has been cut off upon customer's default, the utility will not be obligated to restore service until the customer had paid all bills due for service previously furnished as stated in 170 IAC 4-1-16 and has made a satisfactory deposit, the amount to be determined in accordance with the Utilities' Deposit Policy, to insure future payment of bills. A reconnection fee will be charged to reconnect a disconnected customer as set forth in Section 11.01.150(3).
- (4) If the customer is in default and, while the utility is preparing to disconnect the customer's utility service, the customer elects to pay the utility employee the total and exact amount in default, the customer may be charged a collection fee as set forth in Section 11.01.150(6). Said collection fee shall be used to offset the additional labor costs associated with attempting to disconnect.
- (5) In the event Natural Gas service has been terminated, for whatever reason, the Gas Utility will perform a gas inspection of the premises at the time service is restored and the customer may be charged a gas inspection fee as set forth in Section 11.01.150(4).
- (6) The utility may disconnect service forthwith and without notice if the customer's wiring or other utility connections are found to be in a dangerous or unsafe condition, or if necessary to protect itself from fraud. The utility may deny service to anyone who is indebted to the utility for service rendered at another location. Any discontinuance of service shall not terminate the obligations under the applicable tariff between the utility and the customer. (Ord. 2003-17, S6, May 21, 2003) (Ord. 1998-9, S6, 1998; Ord. 1996-19, S6, 1996; Ord. 1991-39 S2, 1991; Ord. 1169 S2, 1984)